

Department of Defense
Voluntary Education Partnership
Memorandum of Understanding*

Between

DoD Office of the Under Secretary of Defense for Personnel and Readiness &

Education Institutions

(DOD MOU)

*Herein after referred to as the DoD Vol Ed Partnership MOU

Outline

- DoD Voluntary Education Programs
- DoD Joint Uniform Tuition Assistance
- DoD Policy Change
- Partnership Memorandum of Understanding
- Steps to Signing the MOU
- MOU Term and Renewal
- Feedback, Concerns and Resolution
- Frequently Asked Questions (FAQs)

Who is this training for?

- Institutions
- Military Education Center personnel
- DoD Voluntary Education personnel

DoD Voluntary Education Programs

DoD

Voluntary Education Programs

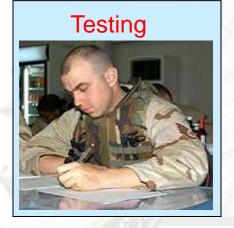
- Provides lifelong learning opportunities for off-duty military community
- One of the largest continuing education programs in the world. Far beyond the school house: on-installation, on-ship, contingency areas and distance learning
- 350 centers world-wide, plus learning centers, 1,400 personnel plus contractors
- Each year about 300,000 Service members participate
- Enroll in courses leading to high school completion, certificates, associates, bachelors, masters, and doctorate degrees
- Programs include: education counseling, basic skills improvement, postsecondary college courses, non-traditional education testing and learning centers





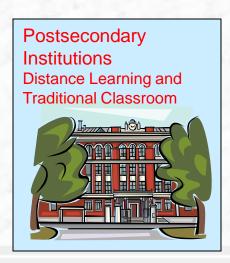






Learning Centers

Computer Labs Resource Libraries Classrooms Language Labs





DoD Joint Uniform Tuition Assistance*

- DoD Tuition Assistance (TA) Program helps defray cost of education to eligible Service members who elect to pursue off-duty Voluntary Education
- TA Program is standardized across Services
- Provides tuition and fee assistance for voluntary off-duty college courses and degree programs

^{*}Authorization: Authorized in Chapters 2005 and 2007 of Title 10, United States Code DoD policy guidance is DoDI 1322.25, Subject: Voluntary Education Programs, dated 15 March 2011

DoD Joint Uniform Tuition Assistance may pay:

- Tuition costs up to \$4,500 per fiscal year, \$250 per semester hour (SH) and \$166.67 per quarter hour (QH)
- For completion of high school diploma, associate's, bachelor's, master's, and doctorate degrees
- For courses leading to technical/vocational/professional certificate/licenses
- For courses which are part of a degree plan
- For courses which may be used to build academic foreign language skills when not part of a degree plan
- For courses taken from a postsecondary institution accredited by accrediting body recognized by Dept of Ed
- For prerequisite courses for academic skill development or prep for degree program
- For mandatory and reimbursable fees, i.e. lab, tech, etc.

DoD Joint Uniform Tuition Assistance may NOT pay:

- For text books (electronic or hardbound)
- For certification tests, and/or licensure fees
- Fees not directly related to mandatory courses and/or not reimbursable by institution
- For degrees at lower level than previously earned
- For Continuing Education Units (CEUs)
- For test preparation courses (ex. SAT, GRE, CLEP)
- For courses offered by postsecondary institutions NOT accredited by a regional or national accrediting body recognized by the U.S. Department of Education

DoD Voluntary Education Partnership Memorandum of Understanding Between

DoD Office of the Under Secretary of Defense for Personnel and Readiness and Educational Institutions

DOD MOU Policy

Department of Defense Instruction (DoDI), 1322.25, dated 15 March 2011:

- All institutions participating in the military Tuition Assistance program must have an MOU with DoD.
- Policy applies to all institutions enrolling Title X active duty military members using DoD military tuition assistance dollars to assist in the payment of their education.
- To receive TA funding, institution's home campus must be a signatory of a DoD Voluntary Education Partnership MOU. (One DoD Voluntary Education Partnership MOU with the home campus will cover any program offered by the institution, regardless of location as long as the course offerings are covered by the institution's accreditation.)
- Institutions with an MOU with DoD will be posted on the DoD Web site on the Institution Participation List.
- Only institutions with a signed and posted MOU are eligible to participate in the DoD military tuition assistance program. Eligible institutions will be listed on the MOU Web page.

DoD Policy Change*

There must be a signed MOU articulating the commitments and agreements between an educational institution and DoD prior to an institution accepting funds via each Service's tuition assistance program.

Why the Policy Change?

- DoD Voluntary Education Joint Initiative Committee21 Sep 05 Recommendation
- Distance Learning Standards of Good Practice
- Three categories of MOUs into one document
- ■Not all institutions participate in the DoD 3rd party review
- Efficiency: One MOU for all Military Services
 Institution signs one
 One published list
- Standardized Expectations
- Congressional Interest

Purpose of the MOU

- Ensures all educational providers understand and agree to abide by DoD policies prior to enrolling Service member into their institution.
- Articulates the commitment and agreement educational institutions provide to DoD by accepting funds via the Services' Tuition Assistance (TA) programs in exchange for educational services.
- Permits institutions with signed MOUs to participate in the TA program.

Policy Implementation and Timelines

During calendar year 2011:

- MOU Posted on DoD VolEd web page: http://apps.mhf.dod.mil/voled
 and www.dodmou.com
- Institution Participation List, listing all institutions with signed MOUs, will be posted to the MOU Web page.



- Policy will be effective 1 January 2012.
- After 1 January 2012, institutions without a signed MOU will NOT be eligible to receive DoD TA funds.

Key MOU points institutions must agree to:

- ✓ Support the regulatory guidance provided by DoD and the Services
- ✓ Adhere to and execute SOC Principles and criteria
- ✓ Participate in the military Voluntary Education Review Process
- ✓ Provide the same tuition cost for all Service members enrolled in the same course, regardless of the Service component, per OPEID number.
- ✓ Recognize, accept, and award credit where appropriate, from the Army/American Council on Education Registry Transcript System, the Sailor/Marine American Council on Education Registry Transcript System, the Community College of the Air Force (CCAF), as the official sources of military training and experience documentation with corresponding college credit recommendations, when processing the individual's documented education plan

Key MOU points institutions must agree to:

Part 2

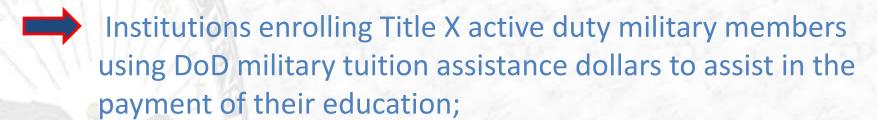
- ✓ Provide course enrollment, course withdrawal, course cancellation, course completion or failure, grade, verification of degree completion to the Service issuing tuition assistance based on the appropriate Service Addendum.
- ✓ Provide an evaluated educational plan to the Service member and his or her Service.
- ✓ Use the billing process as outlined in the Services' regulation and instructions and respective Service Addendums.

The MOU does NOT:

- ✓ Obligate any funds.
- ✓ Guarantee enrollments by DoD personnel, their eligible adult family members, DoD civilian employees, and retirees in an educational institution's academic programs.
- ✓ Grant access onto a military installation to market the institution, counsel students or provide instruction.
- ✓ Take the place of an installation MOU.
- ✓ Grant access to United States (US) military installations outside of the continental US.

Who must sign an MOU?

After 1 January 2012, all institutions seeking to participate in the DoD Tuition Assistance program as stated in the DoDI 1322.25, including:



Institutions delivering courses through various modalities.

These include, but are not limited to, classroom instruction, distance education (i.e., Web-based, CD-ROM, or multimedia) and correspondence courses; and

Institutions operating on and off military installations.

Signature Authority

• <u>Institution</u>: authorized signatory for institution is President of the institution or designee that has authority to enter into agreement for institution. One signed DoD Voluntary Education Partnership MOU with the institution's home campus will cover any program offered by the institution, regardless of location as long as the course offerings are covered by the institution's accreditation.

 <u>DoD</u>: authorized signatory for DoD will be designated by USD(P&R)

Term of MOU

- MOU will expire five (5) years from effective date, unless terminated or updated prior to that date in writing by DoD or institution
- For implementation year, institutions who sign before January 2012, implementation date will be January 2012.
 After January 2012, MOU will be effective on date of latest signature from OUSD
- Note: DoD will consider waivers for institutions with legislative restrictions regarding signing of five (5) year term MOUs

OPEID* Number

- Institution's OPEID number is required for application to be reviewed.
- If an institution forgot their OPEID number, they will be referred to www.nces.ed.gov/collegenavigator.
- If an institution does not have an OPEID number, they will be referred to the Depart. of Ed web site at www.eligcert.ed.gov to apply for one.
- If an institution is eligible to participate in the DoD TA Program, but does not participate in Title IV funding (which makes them ineligible for an OPEID number), they will be referred to an alternative method on the DoD MOU web site to obtain a "pseudo" number.
- If an institution does not receive Title IV funds, nor wants to participate in Title IV funds in the future, they can request to be assigned an alternate number by going online at www.dodmou.com.

^{*} Office of Post-secondary Education ID number

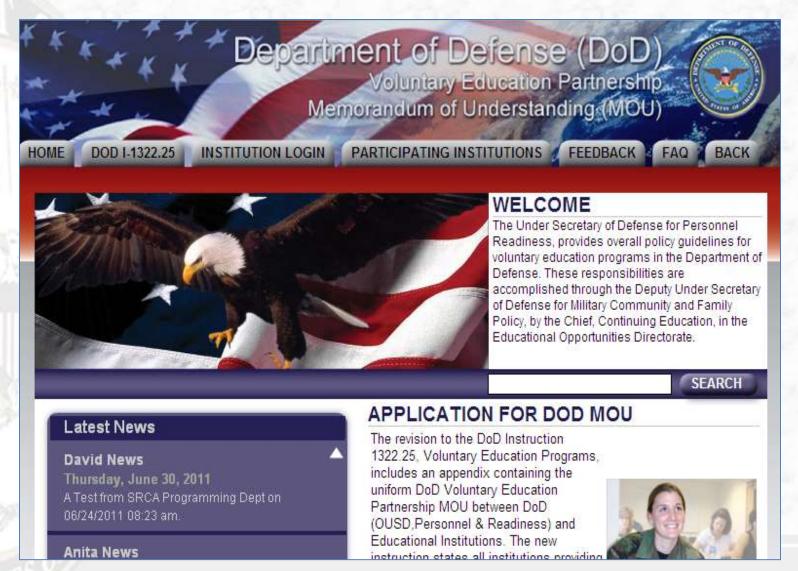


Steps to Signing the MOU

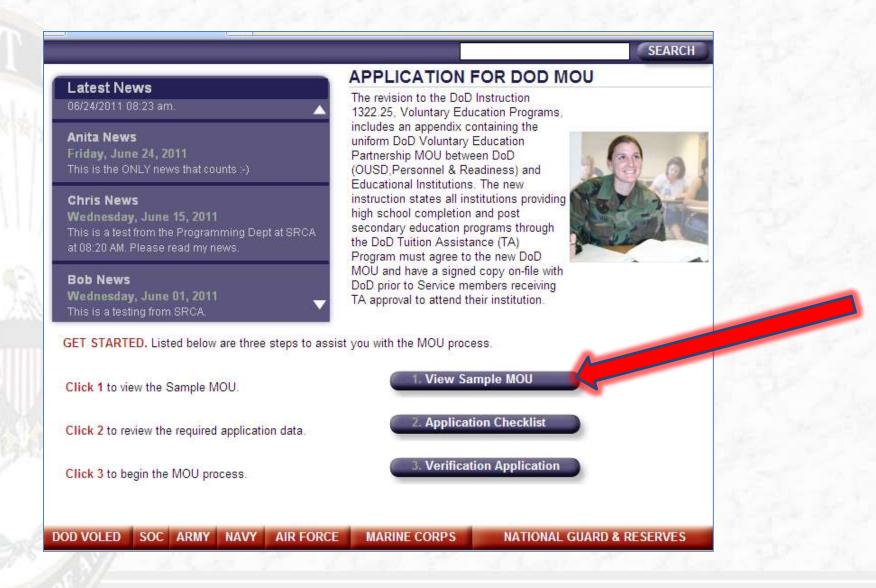


MOU Web Site

http://apps.mhf.dod.mil/voled or www.dodmou.com



View and Obtain a Copy of the MOU

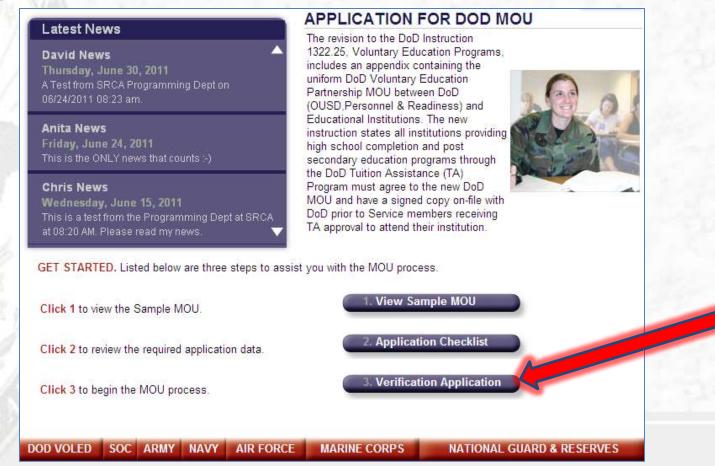


Institution requests eligibility verification

Step 1 Institution Verification

Institution requests eligibility verification

- a. Go to www.dodmou.com or to http://apps.mhf.dod.mil/voled
- b. Select Verification Application button. (Must have OPEID number prior to beginning process.)



Institution requests eligibility verification

Step 1 Institution Verification cont.



c. Enter information in each field:

- **Institution** Enter institution's info (name, mailing address, fax, web)

- Type of Institution Non-Profit/Independent; Proprietary/For-Profit; Public/State-supported

- **SOC member** Servicemember's Opportunity College (select yes or no)

OPEID Number
 Enter OPEID number

...or Alternate Number Enter alternate number assigned by DoD MOU portal management

- Additional Campuses For multiple campuses/sites, parent or main campus may sign

- **MOU Duration** Typically effective for five (5) years

- **Method of Delivery** Select methods of delivery — multiple selections are possible

- Accreditation Regional or national

- Source of Accreditation Select accrediting body from drop down menu

- Accreditation Expiration Enter the date the institutional accreditation EXPIRES

- Institution Logo Image Upload seal/logo, optional

-Available Programs Associates, bachelor's, master's, doctoral, career. Select all available.

List Primary and Secondary point of contact for institution

and contact info: name, title, dept, phone, fax, e-mail

- Signing Authority Normally president of institution. This person will sign

MOU. List specific person: name, title, dept, e-mail

(0)//

- POC Info

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Institution requests eligibility verification

Step 1 Institution Verification Cont.



d. When all information is entered:

HIT SUBMIT BUTTON

Automatic message will appear:

Application Submitted:

"Your application for participation in the (DoD) Voluntary Education Partnership Memorandum of Understanding (MOU) Program has been submitted. If you have any questions, call 850-452-1111, ext. 3129. "

validates eligibility & sends notification to institution

Step 2 DoD Verifies Eligibility



- DOD validates information provided and eligibility
- DoD sends notification to institution

Sample E-mail:

Your Application for Participation to the DoD Voluntary Education Partnership Memorandum of Understanding (MOU) has been approved.

Institution Name: KJ State College

The signing authority must now read and sign the MOU for your institution to be accepted into the program. To view the MOU, go to:

http://dev.dodmou.com/ViewMOU.aspx?GUID=DAA158DB-86E4-49F1-B295-F2416FCCC225

Thank you for your application. We are excited about the possibility of listing your institution in the DoD Voluntary Education Partnership Memorandum of Understanding (MOU) program.

Note: All emails are sent to the Signature Authority and the two appointed point-of-contacts designated by the institution. POCs have the ability to update institutional information, but ONLY the Signature Authority can electronically sign the MOU document.



Steps 3 & 4 Institution Signs and Submits MOU to DoD for Signature



Step 3

- After named institution Signing Authority receives an e-mail stating application has been approved*
- Signing Authority goes to their institution-specific URL similar to this: http://DoDMOU.net/ViewMOU.aspx?GUID=71683394-F5C6-40AD-8F04-FB36CCA40269
- Signing Authority reads and electronically signs the MOU acknowledging their willingness to enter into the agreement with DOD.

Step 4

When the MOU is signed, the following automated message will appear:

Automatic Message:

Your signature has been successfully submitted. Once verified ,you will receive a link containing the signed copy of the MOU from DoD.



Steps 5 & 6 DoD Signs MOU and Sends Institution Notice



- DoD will sign the MOU and submit
- Institution will receive notification e-mail that DoD signed the MOU

Sample E-Mail:

Thank you for your support and participation in the DoD Voluntary Education Partnership Memorandum of Understanding (MOU). Both approving signatures have been received, which completes the MOU filing process. To access a copy of your official password-protected MOU document, you will need to go to the following link to create a user account: http://dev.dodmou.com/ModifyUser.aspx?InstID=212

Once your user account has been created, you will be able to log in to the site and access your institution's information.

Note: All emails are sent to the Signature Authority and the two appointed point-of-contacts designated by the institution. POCs have the ability to update institutional information, but ONLY the Signature Authority can electronically sign the MOU document.

Institution is listed on master list

Step 7

List of Institutions Participating in the Voluntary Education Partnership Memorandum of Understanding

Institution is listed on master list

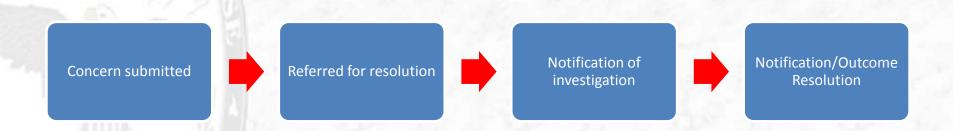
Once all signatures are obtained, the institution will be added to the list of all institutions eligible to participate in the DoD military tuition assistance program



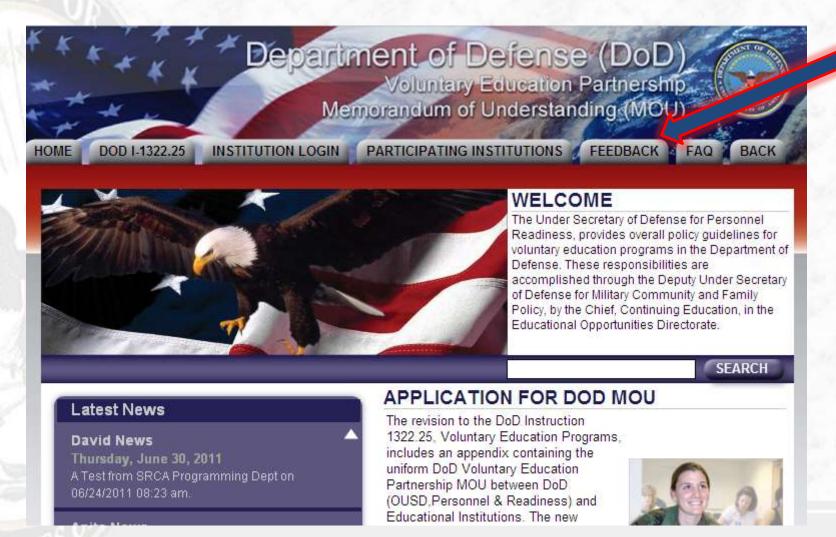
Renewal Process

- 180 days prior to expiration date, institutions will receive electronic notice stating the date MOU will expire and directions on how to enter into a new MOU.
- Renewal notices will continue every 30 days until MOU is renewed or institution does not want to participate.
- If MOU not renewed before expiration date, it will cease to be valid.
- Notification will be sent to Services if institution no longer has active MOU. Institution's name will be removed from "Institution Participation List" posted on DoD VolEd and MOU web pages.

Concerns, Resolutions, and Feedback



Institutions, education counselors or students can enter a concern on the MOU Web page via the FEEDBACK button.



Institution **Concerns and Resolution Process**

- 1. Institution submits concerns on MOU web page via Feedback button.
- 2. DANTES portal management will determine appropriate Service Chief (SC) to receive concern. SC will receive concern, confirm allegations, and attempt to resolve. If SC does not respond within specified timeframe or they cannot obtain resolution, concern will be elevated to OUSD.
- 3. If agreement between institution and OUSD can be reached, matter is recorded for the record. If resolution cannot be achieved or violations appear major in scope, OUSD will request SOC to assist. If violation appears major in scope, SOC may consult with institution's accrediting agency and receive agency's advice on appropriate resolution.
- 4. If satisfactory resolution is achieved, correspondence will be sent by OUSD to the institution and the Services. Matter will be recorded for record.
- 5. If resolutions have failed, OUSD will discuss with institution if they want to continue to participate in the DoD TA program,. If resolution cannot be accomplished and institution remains in violation, OUSD will take action to terminate institution's MOU, and institution will be removed from the "Institution Participation List" on DoD web page. Notification will be sent to Services stating institution no longer 8 desines to participate in program.

Education Center Concerns and Resolution Process

- 1. Education Center personnel can register concern, which will be sent to appropriate Service Chief for resolution.
- 2. DANTES portal management will determine appropriate Service Chief (SC) to receive concern. SC will receive concern, confirm allegations, and attempt to resolve. If SC does not respond within specified timeframe or they cannot obtain resolution, concern will be elevated to OUSD.
- 3. If agreement between institution and OUSD can be reached, matter is recorded for the record. If resolution cannot be achieved or violations appear major in scope, OUSD will request SOC to assist. If violation appears major in scope, SOC may consult with institution's accrediting agency and receive agency's advice on appropriate resolution.
- 4. If satisfactory resolution is achieved, correspondence will be sent by OUSD to the institution and the Services. Matter will be recorded for record.
- 5. If resolutions have failed, OUSD will discuss with institution if they want to continue to participate in the DoD TA program. If resolution cannot be accomplished and institution remains in violation, OUSD will take action to terminate institution's MOU, and institution will be removed from the "Institution Participation List" on DoD web page. Notification will be sent to Services stating institution no longer desires to participate in program.

Student Concerns and Resolution Process

- 1. Student can register concern, which will be sent to appropriate Service Chief for resolution.
- 2. DANTES portal management will determine appropriate Service Chief (SC) to receive concern. SC will receive concern, confirm allegations, and attempt to resolve. If SC does not respond within specified timeframe or they cannot obtain resolution, concern will be elevated to OUSD.
- 3. If agreement between institution and OUSD can be reached, matter is recorded for the record. If resolution cannot be achieved or violations appear major in scope, OUSD will request SOC to assist. If violation appears major in scope, SOC may consult with institution's accrediting agency and receive agency's advice on appropriate resolution.
- 4. If satisfactory resolution is achieved, correspondence will be sent by OUSD to the institution and the Services. Matter will be recorded for record.
- 5. If resolutions have failed, OUSD will discuss with institution if they want to continue to participate in the DoD TA program. If resolution cannot be accomplished and institution remains in violation, OUSD will take action to terminate institution's MOU, and institution will be removed from the "Institution Participation List" on DoD web page. Notification will be sent to Services stating institution no longer desires to participate in program.

Feedback Recordkeeping

All feedback must be recorded, with action taken to include confirmation of concern and steps taken towards resolution and must include:

- Date concern submitted
- How submission was received (guidance counselor, Service HQ, MOU portal)
- Contact information: name, phone number / e-mail address (who made the allegation and concern)
- Name of installation or institution involved in allegation
- Concern
- Record of installation and/or Service confirmation of violation/concern and attempt to resolve and outcome
- If Service cannot resolve issue, who was it referred to for resolution and date
- Record of OSD / SOC resolution and outcome
- Feedback: Record of notifications sent to institutions or Services of outcome
- Close out date and name of person closing out report

What do Education Centers Need to Know about the VolEd Partnership MOU?

- The DoD Voluntary Education Partnership MOU is separate from an "installation MOU" that an institution may have if they are currently operating on an installation or military base.
- Installation MOU contains 'installation-unique' requirements. The installation MOU cannot conflict with the DoD Voluntary Education Partnership MOU and governing regulations.
- If an institution has questions concerning their installation MOU, they should use the installation chain of command, to obtain an answer. Many local questions can be answered/resolved at local level.

Frequently Asked Questions (FAQs)

1. MOU Application and Renewal Process

a. Must a college or university be a member of SOC in order to sign the DoD Memorandum of Understanding?

No, a college or university does not have to be a member of SOC to sign the MOU. However, they must agree to adhere to and execute Servicemembers Opportunity College Principles and criteria

b. If a college or university has multiple campuses how many MOUs will they be required to sign?

If an institution has multiple campuses/sites, the parent or main campus may sign for all campuses. The parent company (signatory) will be accountable for all campuses listed in the application.

c. Will the MOU apply to satellite institutions located overseas?

Yes, for an institution to receive TA, the institution's home campus must be a signatory of a DoD Voluntary Education Partnership MOU and the MOU must be posted on the DoD website. (One DoD Voluntary Education Partnership MOU with the institution's home campus will cover any program offered by the institution, regardless of location.)*

1. MOU Application and Renewal Process continued...

d. How can a college or university register or raise a concern about the DoD MOU?

A concern can be submitted on the MOU Web page via the Feedback button or the VOLED web site via the "Register Voluntary Education Concerns button."

e. What happens if a college or university does not renew the MOU by the expiration date?

If a college or university does not renew MOU by expiration date, they will no longer be eligible to receive government tuition assistance funds authorized under Title X. Institution will be removed from DoD Institution Participation List and notification will be sent to the Services if MOU is not renewed.

2. Third Party Review Process

- a. Are colleges or universities that offer only online courses required to participate in a military voluntary education review process? Yes. All colleges and universities that sign the DoD Voluntary Education Participation MOU are agreeing to third party review/assessment of their education programs delivered to Service members.
- b. What must a college or university do to prepare for a military voluntary education review process? The assessment process will come from the successful bidder of the Assessment Contract. Details will be provided to all participating schools and universities upon award of the Military Voluntary Education Assessment contract. The solicitation requests bidders to submit a process of assessment; therefore, until there is an award of the assessment contract, the preparation process for a college, university, or an education center can't be provided.

3. Tuition

- a. Can a college or university charge a different tuition for a distance learning course? Yes, a college or university can charge a different tuition rate based on the delivery methodology, provided this rate is the same for all students taking this online course.
- b. Can a college or university charge a different tuition to military students than the tuition rate for on campus courses? Tuition charged to a Service member will in no case exceed the rate charged to nonmilitary students, unless agreed upon in writing by both the institution and the Service. Educational institutions will have one single tuition rate for all Service members enrolled in the same course, regardless of Service component, within a specific OPEID. The OPEID is assigned by the Dept. of Ed to institutions approved to participate in Federal student financial aid programs. This single tuition rate includes active duty Service members, members of the Reserve Components (RCs), and the National Guard.

4. Other

- a. What if an institution loses their password? To retrieve a lost password, the representative or signing authority should go to the DoD MOU Home page, click on Institution Login, click on the link "Forgot Password?" They must enter their e-mail, and their password will be sent to them.
- b. What if the institution representative loses the institution-specific link to their signed MOU? If the representative or signing authority loses their link, they can follow the procedure to obtain a new password. Once they have a new password, they will be able to access the signed MOU.

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DoD VolEd Partnership MOU

More information available at:

DANTES web

www.dantes.doded.mil

MOU Application site

www.dodmou.com

DoD VolEd web http://apps.mhf.dod.mil/voled

Specific questions may be directed to:

VOLEDCONCERNS@navy.mil

References

- DoD Instruction 1322.25 Voluntary Education Programs
- DoD Voluntary Education Partnership Memorandum of Understanding
- For detailed information about each individual Service, go to their education web site at:

Navy: https://www.navycollege.navy.mil/

Army: https://www.hrc.army.mil/site/education/index.html#

Marines: http://www.usmc-mccs.org/education/?sid=ml

Air Force: https://www.my.af.mil/faf/FAF/fafHome.jsp